
To: Renfrewshire Integration Joint Board Audit, Risk and Scrutiny Committee

On: 26 October 2022

Report by: Planning and Performance Manager

Heading: Public Interaction Report for April 2021 – March 2022

1. Summary

The purpose of this report is to provide an update on public interactions from 1 April 2021 to 31 March 2022 which includes Complaints; Enquiries; Freedom of Information (Fols); Subject Access Requests (SARs); as well as Compliments and Communications.

2. Recommendation

It is recommended that the IJB Audit, Risk and Scrutiny Committee:

- Note the content of this report.
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3. Background

- 3.1 Public Interaction Reports are presented to the Audit, Risk and Scrutiny Committee twice per year, in March (mid-year report) and September (full year report). This is the full year report for 1 April 2021 – 31 March 2022.

4. Complaints

- 4.1 Between 1 April 2021 and 31 March 2022 there were a total of 173 complaints received for the HSCP.

This section of the report details performance in reference to each of the nine key performance indicators which were introduced by the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure.

4.1.1 Indicator One: Learning from Complaints

a. Actions and Improvements

For all upheld or partly upheld complaints, actions are recorded and progressed. All ongoing action plans are tracked by the Complaints Team and reviewed at Locality Governance meetings.

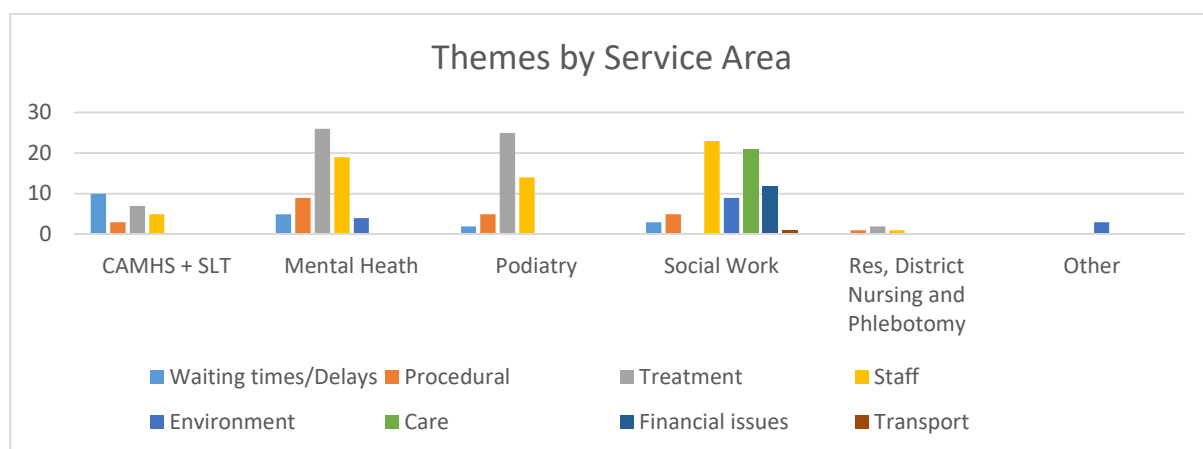
In the year 2021 - 2022, 76 complaints were upheld or partly upheld and actions were taken.

Examples:

Area	Summary of Complaint	Action
Social Work	Poor communication in relation to Direct Payment Financial Review.	Process changed to ensure that a care manager is allocated and involved with every Direct Payment Financial Review to improve understanding and communication of the process.
NHS – Podiatry Services	Appointment information leaflet had incorrect complaints contact information. This caused a delay for the client when trying to complain.	Appointment leaflet updated with correct complaints information – signposting the Renfrewshire HSCP Complaints Team as Podiatry Services are hosted by Renfrewshire HSCP.

b. Issues and Themes

Issues and themes are recorded for each service area and discussed at Service and Locality meetings to highlight areas of concern.



CAMHS + SLT - Child and Adolescent Mental Health Services + Speech & Language Therapy
 DN - District Nursing + RES - Rehabilitation and Enablement Services

c. Scottish Public Services Ombudsman – Investigation Reports and Decision Letters

Where a complainant remains dissatisfied with the final response provided by the HSCP, the complainant may write to the Scottish Public Services Ombudsman (SPSO).

During the period 1 April 2021 – 31 March 2022 Renfrewshire HSCP received requests for information from the SPSO relating to 3 complaints. All 3 complaints were not investigated further by the SPSO.

4.1.2 **Indicator Two: Complaint Process Experience**

We recognise that if a person has taken the time to contact us about their or a loved one's negative experience of our services, we have a duty and responsibility to respond. Effective, efficient and compassionate complaints handling is therefore vitally important.

The Complaint Process Experience Feedback form has been added to the Complaints webpage and is referenced in our final response letters to encourage feedback.

4.1.3 **Indicator Three: Staff Awareness and Training**

As well as supporting service users and complainants, Renfrewshire HSCP also aims to ensure staff involved with a complaint feel supported and empowered throughout the process.

A recorded training presentation was created and was sent out to all complaint investigators and is available to all new investigators. Microsoft Teams training was also carried out with senior managers across the HSCP between September and December 2021. Communications training has also been delivered at the February and March 2022 Leadership Network Meetings.

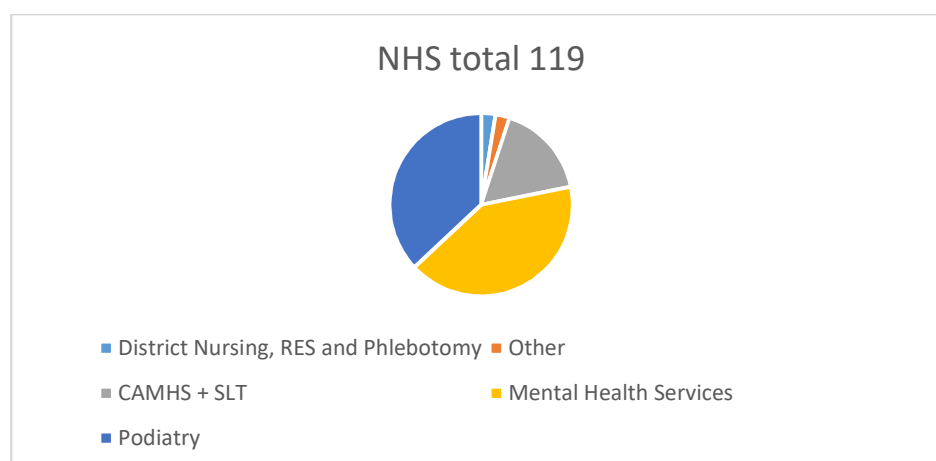
4.1.4 **Indicator Four: Total Number of Complaints Received**

Total complaints received from April to March 2021 - 22; 2020 - 21 and 2019 - 20

2021-22	2020-21	2019-20
173	113	148

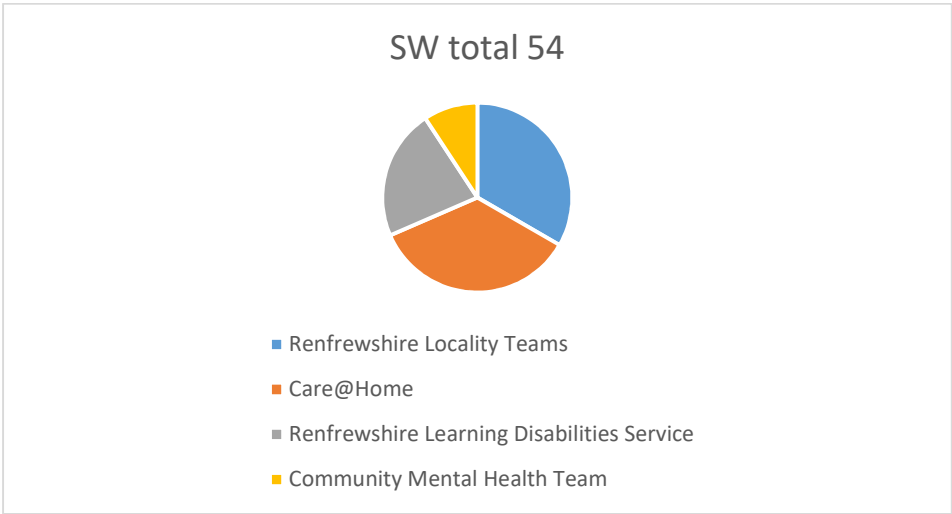
There was a drop in complaint numbers during 2020-21 due to COVID however numbers for 2021-22 show a 16.9% increase in complaints received compared to pre-pandemic numbers in 2019-20.

119 NHS Complaints April 21 – March 22



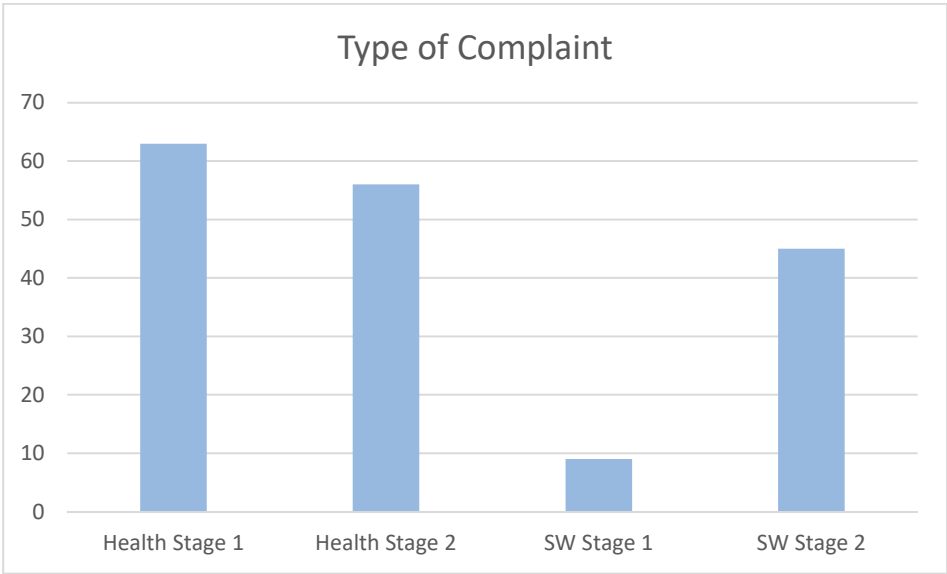
Please note: Podiatry is a hosted service for the whole of NHSGGC

54 Social Work Complaints April 21 – March 22



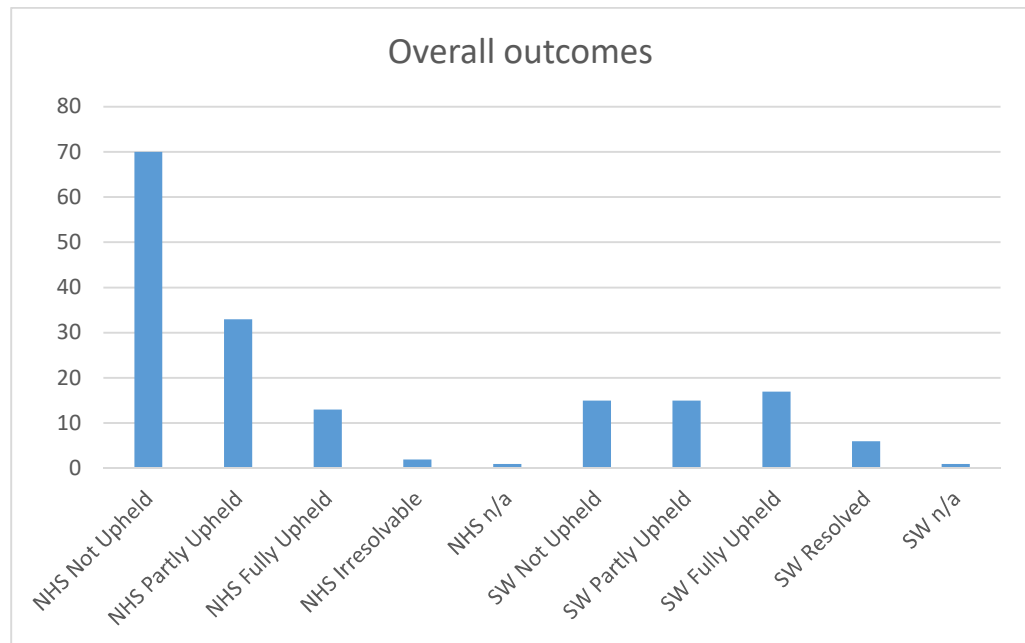
4.1.5

Indicator Five: Complaints Closed at Each Stage



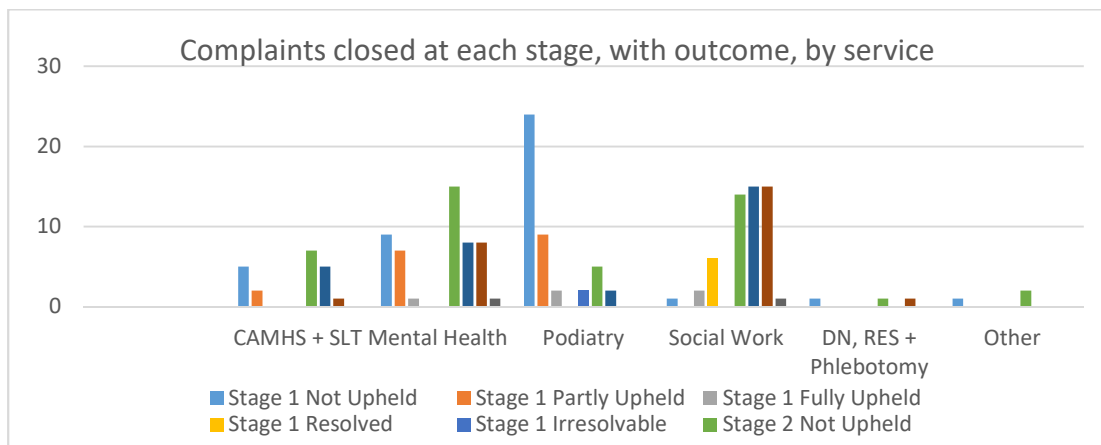
4.1.6

Indicator Six: Complaints Upheld, Partly Upheld and Not Upheld



4.1.7

Further Analysis



The complaints marked as n/a: SW - HR process not finished yet. NHS – progressed to a Significant Adverse Event Review but the family did not have consent therefore the outcome could not be shared.

4.1.8

Indicator Seven: Average Times

The average time for all complaints being completed was 13.4 working days against the SPSO requirement of 20 working days.

4.1.9

Indicator Eight: Complaints Closed in Full within the Timescales

All complaints closed within the target of 20 days was 90% against a 70% target. This equates to 155 complaints closed on time and 18 out with the 20 day target.

4.1.10 **Indicator Nine: Number of cases where an extension was authorised**

Of the 18 complaints that were out with the 20 day target, 10 were authorised with a holding letter. Of the 8 complaints where an extension was not authorised, this was due to: consent not being received; staff annual leave and delays in scheduling meeting(s) with the complainant.

5. **Enquiries**

5.1 **Background**

Renfrewshire Health and Social Care Partnership receives a large number of enquiries which can include requests for information about the services we provide or elected member casework carried out on behalf of their constituents.

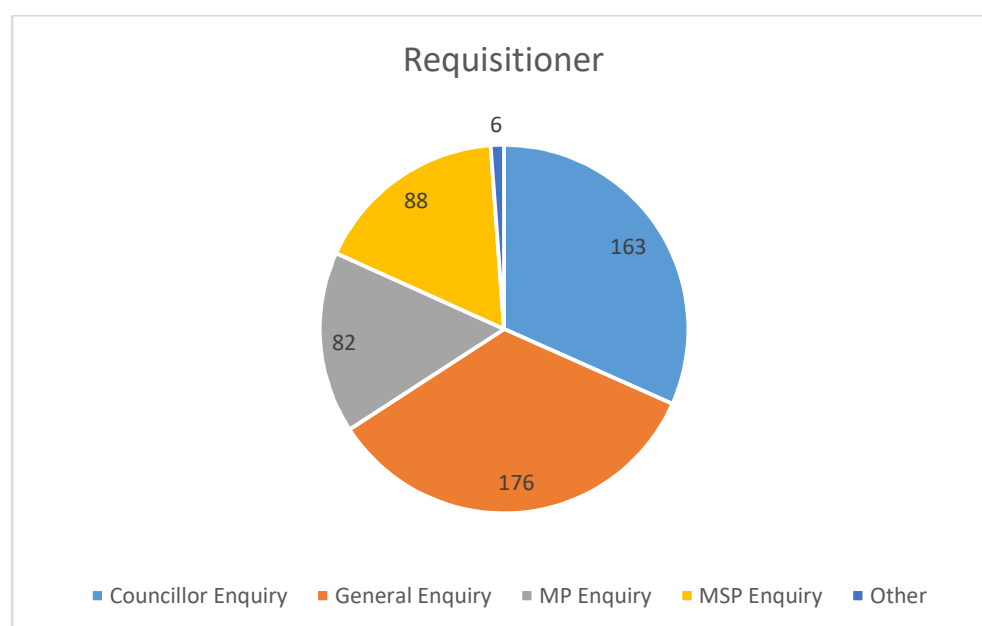
We strive to provide a flexible and responsive enquiry service, which supports a positive relationship with elected members and the general public.

5.2 **Total Enquiries received from April to March 2021 - 22; 2020 - 21 and 2019 - 20**

2021 - 22	2020 - 21	2019 - 20
515	491	203

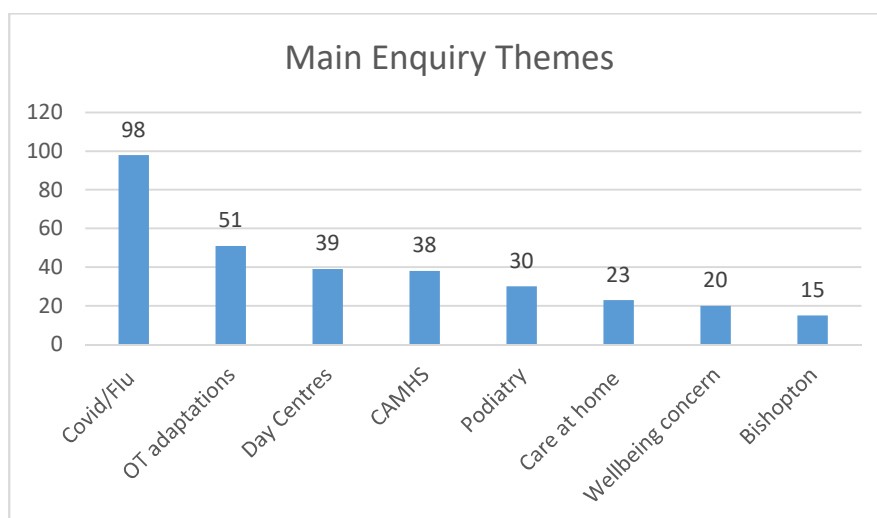
There has been a substantial increase in the number of enquiries in 2020 - 21 and 2021 - 22 compared to the year 2019 - 20.

5.3 **Enquiries from April 2021 - March 2022**



Other - Solicitors and Scottish Government employees

5.4 Enquiry Themes (with over 10 enquiries each)

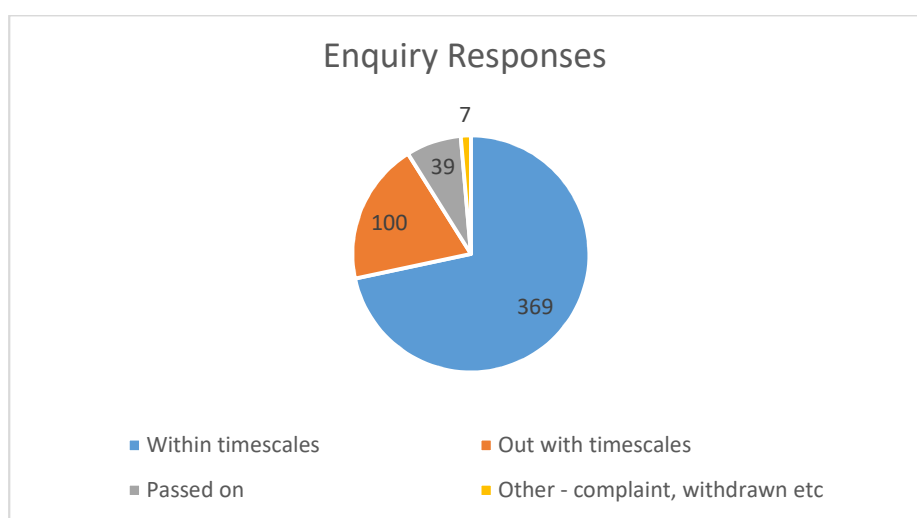


Note: Bishopton enquiries have been about the building expansion and the satellite site.

5.5 Total Number Completed within Timescales

The HSCP target timescale for handling enquiries is 5 working days.

The average time for all enquiry responses was 4.3 days.



6. Freedom of Information (Fol)

6.1 Background

6.1.1 The Freedom of Information (Scotland) Act 2002 (FoISA) came into force on 1 January 2005 and created a general right to obtain information from a public authority subject to limited exemptions. The IJB is therefore subject to the Act as a public authority within its own right, however, receives very few Fol requests.

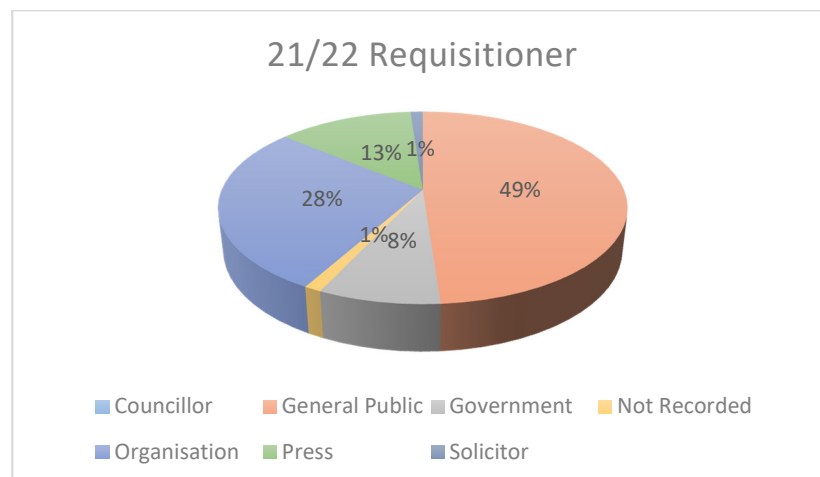
6.1.2 Any Fol relating to the operational delivery of Health and Adult Social Care Services received by the Local Authority or NHS Greater Glasgow & Clyde is also shared with the Health & Social Care Partnership.

6.2 **Total Fols received from April to March 2021 - 22; 2020 - 21 and 2019 - 20.**

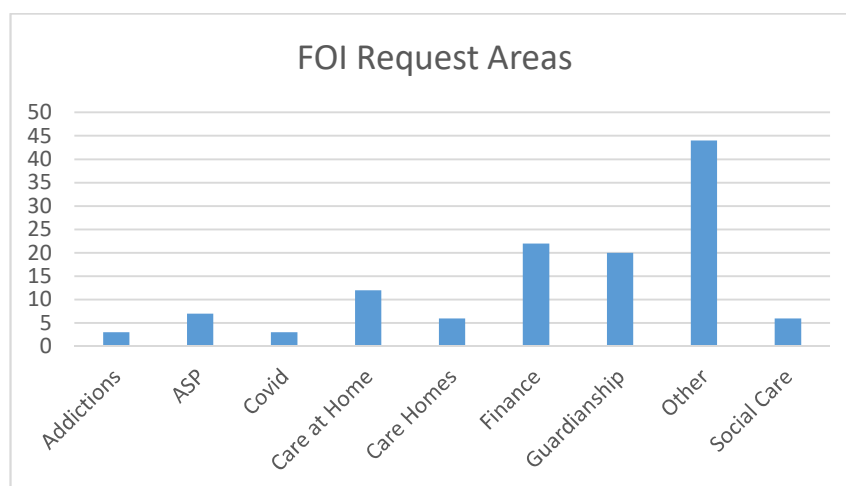
2021 - 2022	2020 - 2021	2019 - 2020
123	109	141

The number of Fols received for the period April 2021 to March 2022 was 12.8% higher compared to the same period in April 2020 to March 2021 and 12.8% less than April 2019 to March 2020. There were no Fol requests for the IJB from April 2021 to March 2022.

6.3 **Freedom of Information requests in April – March 2022**



6.4 **Fol Request Areas**



6.5 Fols Completed within Timescales

The timescale for complying with Fol requests is 20 working days.

Statutory responsibility for Health and Social Work Fol requests lies with the NHS and Council respectively although Renfrewshire HSCP provides the information.

Of the 123 Fols received, 107 were completed on time (87%). When a response to a Fol is expected to be late, an email is sent to the requester advising the reason for delay.

7. Subject Access Requests

7.1 Background

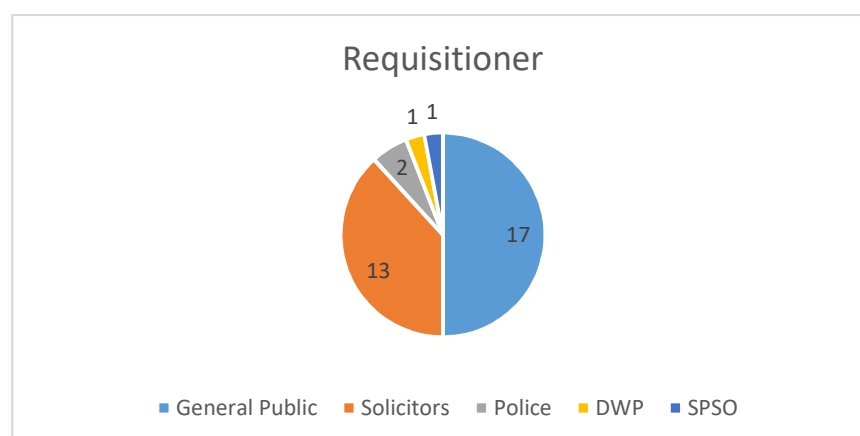
Individuals have the right to access and receive a copy of their personal data, and other supplementary information. This is commonly referred to as a Subject Access Request (SAR). Individuals can make SARs verbally or in writing, including via social media. A third party can also make a SAR on behalf of another person.

7.2 Total SARs received from April to March 2021 - 22; 2020 - 21 and 2019 - 20

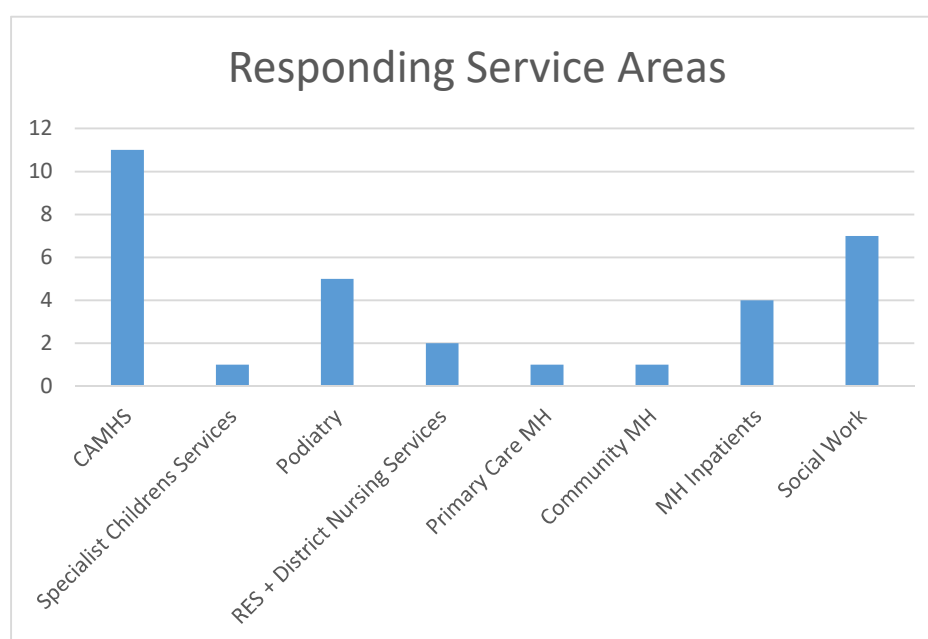
2021 – 2022	2020 – 2021	2019 –2020
34 (27* Health & 7 Council) *Two Health SARs received were later withdrawn	30 (24 Health & 6 Council)	41 (29 Health & 12 Council)

The table above shows the number of SARs received for the period April 2021 - March 2022 has increased by 4 compared to the same period in the previous year.

7.3 Subject Access Requests (SARs): April 2021 - March 2022



Subject Access Requests per Service Area



CAMHS = Child and Adolescent Mental Health Services

Total Number of SARs Completed within Timescales

A SAR should be responded to within one calendar month although a SAR which is requested by a court order should be responded to within 7 days.

During 2021/22:

24 of the 25* SARs (Health) responded to were completed on time (96.0%).

6 of the total 7 SARs (Council) were completed on time (85.7%).

30 of the total 32 SARs (Combined) were completed on time (93.8%)

* Two SARs received were later withdrawn

Compliments

District Nursing

To Whom It May Concern

I am writing to express my gratitude for the excellent care and attention I received from the District Nurse Team in Renfrewshire, based at Dykebar Hospital in Paisley. For the past month, I have had different members of the team visiting me to change dressings following a cellulitis infection on my lower right leg. Without exception, each member of the team was very caring, took time to address any concerns I had and offered good advice and support. I found this group of health care staff to be entirely patient focused, professional, yet warm and friendly. That they are able to deliver such a first class service in these trying times is testimony to their dedication to their work and to the patients that they have in their care.

I would be pleased if you could bring this feedback to the attention of the director of district nursing services and to the team themselves.

Speech and Language

I have been undergoing speech and language therapy since October 2021 after suffering a stroke. My therapist has come to my house to work through a course of speech and language therapy which I have found very helpful. I think my progress is very good.

COVID Vaccine

Just wanted to let you know about the great effort this week. We have a boy at Riverbrae with autism, learning difficulty and visual impairment. Mum contacted me really concerned that he would not be able to attend a vaccine centre.

Within a few days, Irene agreed to support us, Kirsty helped, Mel swapped her clinic room timings and we secured a late appointment at Aranthrue and Margaret came to immunise.

He was in and out in no time, stress free. His parents are very appreciative.

9. Communications

Communications Evaluation: April 2021 – March 2022

Website

www.renfrewshire.hscp.scot



55,742 (87% new)

Users ↑ 32%*



243,907

Page Views ↑ 38%*



41% ↑ 1%*

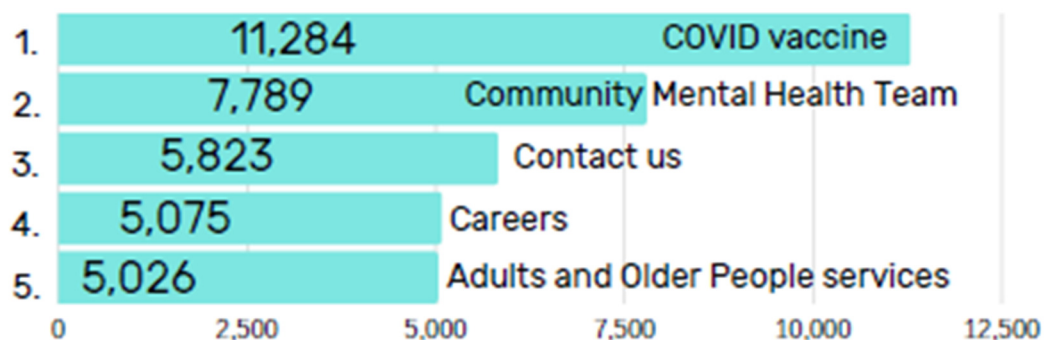
Desktop Views



59% ↓ 1%*

Mobile/Tablet Views

Top visited pages



Social Media



2,281

Followers

194,300

Engagement

↑ 12%*

↓ 61%*



2,572

Followers

77,038

Engagement

↑ 23%*

↓ 30.5%*

Engagement rate decrease expected as previous year during peak of pandemic with multiple service and guidance changes

Successful Campaigns

Care at Home recruitment

Staff Awards

COVID vaccinations

Job adverts

Strategic Plan Consultation

*2021 comparison – % change

Implications of the Report

1. **Financial** – Sound financial governance arrangements are in place to support the work of the Partnership.
 2. **HR & Organisational Development** - There are no HR and OD implications arising from the submission of this paper
 3. **Community Planning** - There are no Community Planning implications arising from the submission of this paper
 4. **Legal** – The governance arrangements support the implementation of the provisions of the Public Bodies (Joint Working) (Scotland) Act 2014.
 5. **Property/Assets** - There are no property/ asset implications arising from the submission of this paper.
 6. **Information Technology** - There are no ICT implications arising from the submission of this paper.
 7. **Equality and Human Rights** – No EQIA has been carried out as this report does not represent a new policy, plan, service or strategy.
 8. **Procurement Implications** - There are no procurement implications arising from the submission of this paper.
 9. **Privacy Impact** - There are no privacy implications arising from the submission of this paper.
 10. **Risk** – none.
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List of Background Papers – None

Author: Clare Walker, Planning and Performance Manager

Any enquiries regarding this paper should be directed to Frances Burns, Head of Strategic Planning and Health Improvement (Frances.Burns@renfrewshire.gov.uk)